DEPARTMENT OF NURSING

What Is Nurse Leader Rounding at U of U Health?

When we talk about being patient-centered, systems thinkers, and engaged experts, nurse leader rounding checks every box. It fosters meaningful connection, deepens our understanding of our patients' experiences, and by sharing what we learn, Nurse Leader Rounding can help us improve as a system.

WHAT IS "NURSE LEADER ROUNDING?"

Nurse leader rounding is a national best practice where inpatient nurse leaders dedicate time to connect daily with patients, caregivers, and teams at the point of care.

WHY DOES IT MATTER?

The evidence-based impact of nurse leader rounding is powerful. For team members, it has been shown to have a direct effect on retention, recruitment, engagement, and staff satisfaction. For patients, rounding has been linked to patient satisfaction and care quality. Nurse leader rounding is part of a triad of patient-centered practices (nurse leader rounding, bedside shift report, and purposeful/hourly rounding) that make it easier for hospitalized patients to understand their care plan, their medications, and what will happen next.

WHO IS REQUIRED TO ROUND?

At U of U Health, inpatient nurse leaders from Huntsman Cancer Hospital (HCH), Neilsen Rehab Hospital (NRH), University Hospital (UN), and University Orthopaedic Center (UOC) are required to round.

Leaders are defined as senior nursing directors, nursing directors, nurse managers (NM), clinical nurse coordinators (CNC), charge nurses (CN), and unit nursing professional development practitioners (NPDP).

WHAT IS REQUIRED?

As every leadership role is unique, not all leader requirements are the same:

Nurse Managers, CNCs, Charge Nurses

- Round on **4-5 patients, per leader, per week**
- Recognize team members and conduct service recovery (as needed)
- Document each encounter

Unit NPDPs (nurse educators)

- Round on **2-3 patients, per educator/week**
- Recognize team members and conduct service recovery (as needed)
- Document each encounter

Senior Nursing Directors and Nursing Director

- **1x/week round with manager**

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Nurse Leader Rounding, Cont.

WHEN DO WE GET STARTED?

Leader rounding will reflect the diversity of our care settings. Not all patients are the same, which means rounds will look a little different on every unit.

In order to create a customized rounding plan, we will onboard nurse managers and directors first (see table, right).

Inpatient Managers & Directors	All Other Inpatient Leaders
Onboarded in-person at Alumni Hall **on September 26, 2022**	Onboarded on-unit by Manager/Director **by December 31, 2022**
All leaders implement rounding practice January 2023.	

HOW DOES IT WORK?

1. ROUND – select, connect and listen

Select – identify patient
- Schedule time to round
- Identify 2-3 open ended questions to ask
- Familiarize yourself with patient before entering room

Connect – conduct round
- Introduce yourself and the purpose of your visit
- Get to know the patient personally
- Ask the 2-3 open ended questions you identified

Listen – use active techniques
- Suspend judgement
- Allow periods of silence
- Invite questions
- Ask for clarification
- Summarize by reflecting back what was said

2. RECOGNIZE– great work and areas of improvement

Recognize – great work
- Immediate feedback is powerful
- Recognition can be a personal email, written note, or even a verbal "thanks" in front of peers or 1:1 (Contact HR for suggestions)

Resolve – any identified patient issues
- Conduct service recovery (if needed) – if patient issues are surfaced during rounds, follow-up with the patient to close the loop on any open requests or identified needs.

3. RECORD & LEARN – document in Roundie* and learn as a team

Record – in "Roundie" MS Teams App
- Open MS Teams, click the "Roundie" icon
- In "Round" tab, document encounter
- Click "submit" when complete

Learn – in "Roundie" MS Teams App
- In "Review" tab, view rounding history
- Meet monthly to discuss rounds and identify trends

__What is Roundie?__ Roundie is a custom Microsoft Teams application developed just for our nurse leaders in partnership with Microsoft and University Information Technology (UIT). Leaders will be given a step-by-step tutorial on how to use the app during onboarding.

QUESTIONS?

Please visit the Nurse Leader Rounding Pulse website for contact information, details about upcoming trainings and more:
https://pulse.utah.edu/site/Nursing/Pages/Nurse-Leader-Rounding.aspx

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